



## PRESS RELEASE

### **New, upgraded telephone and online support services/Call Back Service and Fault Report Mobile App**

HEDNO carries on with implementing its upgrading and digitalization plan for all its services and presents two new upgraded services for the telephone and online support of the public.

More specifically, customers can now call the 24-hour 11500 call center (or instead dial 2111900500) and ask for a call back by one of HEDNO's trained staff after leaving their full name, a contact number and a description of the service they wish to receive.

This way, HEDNO ensures direct communication and more effective support for its customers, since each competent representative can guide them through a quicker answer and solution to their inquiries.

HEDNO also presented the new [My DEDDiE App](#) for mobile devices on fault reporting. Customers can now download the app on their phones (it is already available for Android and soon for iOS) and report incidents pertaining to problems in their power supply (electricity cuts, unregulated power supply, etc.).

The new app complements the "Online Fault Report" service provided by HEDNO over the last few months through its website and allows customers to report the fault and then receive an SMS displaying the estimated time of completion of the works for its restoration. By installing the new app on their mobile phone, customers can now report the fault easier and quicker.

HEDNO's customer-centered philosophy aims at ensuring that all services provided are fully digitalized. As part of this philosophy, we continue upgrading our service in order to ensure that our customers receive top-quality and quick support.

**Athens, 7 August 2020**

**Press Office**